

HSE MANAGEMENT SYSTEM ISO 45001 + ISO 14001

Ooredoo tn has just integrated its recently certified environmental management system and its OHS management system certified since 2018 into an integrated HSE system; as a combination of ISO45001:2018 and ISO14001:2015.

This system defines the principles on which Ooredoo tn conducts its operations in terms of health, safety and the environment and whose management has communicated its HSE policy to its employees, customers, subcontractors and third parts associated with its activities.

As a strategy aimed to anticipate and reduce risks, particularly in terms of occupational accidents and environmental nuisances and promoting accountability and well-being at work, the HSE process finds its place within a more global approach of CSR type.

The main objectives expected from the implementation of this system are defined in an HSE policy around eight axes:

- Identify hazards and assess risks by adopting a preventive approach
- Provide and maintain healthy, safe and accommodating working conditions
- Prevent and limit environmental impacts relating to its activities, products and services.
- Provide human, financial and material resources necessary to achieve its HSE orientations.
- Promote consultation and participation of its stakeholders.
- Promote and apply its HSE policy through awareness, training and communication.
- Implement an integrated management system, according to the requirements of ISO 45001/2015 and ISO 14001/2018.
- Review this policy as necessary to ensure its relevance and appropriateness.

ENERGY MANAGEMENT SYSTEM ISO 50001

Aware of the national and international challenges related to climate change, depletion of energy resources and rising of energy prices, Ooredoo Tunisia is committed to implement an Energy Management System as an integral part of its overall approach to sustainable development.

Energy performance improvement plans were established and integrated into our business strategy with the necessary roles, responsibilities and authorities.

Our certification ISO 50001 testifies to our commitment to ongoing improvement in energy performance in accordance with the orientations of our energy policy in order to achieve the objectives of increasing energy efficiency and optimizing resources throughout our facilities. And to limit the environmental impact of our business processes, consumption of raw materials and natural resources, and factors contributing to climate change.

INFORMATION SECURITY MANAGEMENT SYSTEM COMPLIANT WITH ISO/IEC 27001

To support the growth of its activities in telecom, IT and Cloud fields, Ooredoo Tunisia Information Security Management System (ISMS) has obtained since 2016, ISO/IEC 27001 certification: the world's best-known standard in terms of information availability, integrity and confidentiality on the perimeter « Data center Cloud services: Housing, Hosting, Business Mail and IAAS ».

This certification defines the requirements that an ISMS must meet and reflects our commitment to continuous improvement, development, and protection of information assets/sensitive data from the evolving challenges caused by cyber threats and data breaches through implementing appropriate policies and controls. The ISO/IEC 27001 standard certifies also that Ooredoo TN has put in place a system to effectively manage their information security risks and comply with applicable legal and regulatory requirements.

As a service provider, compliance with ISO/IEC 27001 standard requirements demonstrates that Ooredoo TN is committed and able to :

- Ensure that assets such as financial statements, intellectual property, employee data and information entrusted by third parties remain undamaged, confidential, and available as needed
- Guarantee methodical structuring of processes
- Respond to evolving security risks
- Enhance customer trust and meet their security requirements
- Ensure continuous improvement

The implemented Information Security Management System by Ooredoo TN according to ISO/IEC 27001 standard, is a very efficient tool to support risk management, cyber resilience and operational excellence.

